



# CVSU Business Office Newsletter

## January 10, 2019

Happy New Year!

The Central Office business department staff wanted to give everyone an update on our current Health Insurance Plan and some changes in the Payroll Dept. Please take time to carefully read through each article and then contact us with any questions!

### Articles in this Newsletter

- ▶ BCBS ID cards
- ▶ MySource Cards for Prescriptions
- ▶ Paperless Direct Deposit Pay Stubs 1/18/2019

### Contact Us

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## Health Insurance

### Blue Cross Blue Shield- ID Cards and Benefit Questions - Message from BCBS

New BCBSVT ID cards for most employees should have been received already, but some may still be on the way. If a member has not received their card and needs services soon, please give them the following information:

- 1.) Let your providers or pharmacist know you are a BCBSVT member
- 2.) Encourage your provider or pharmacist to confirm your eligibility via their online systems
- 3.) Remind your provider or pharmacist that he or she will only need your name and date of birth to confirm your coverage

Questions about your benefits: please call the BCBSVT customer service team at (800) 247-2583. BCBSVT customer service representatives are available Monday through Friday, from 7 am to 6 pm, except holidays.



Check your US Postal Service mail for new ID cards.

They will arrive in a white window envelope with **"Important Information Enclosed"** stamped on it.



### MySource Cards (Prescriptions only)

DataPath has been diligently working with our card vendor to get the new cards approved and produced. We apologize for the inconvenience and appreciate your patience as we ensure the cards are properly provisioned. We are expediting the parts of this process where we can. The cards are currently scheduled to be shipped on Monday, January 7 and will ship via USPS First Class out of Indianapolis, IN. While we cannot guarantee when the cards will arrive at the end destination, the usual time is 3-5 business days from delivery date. The Postal Service has provided a tool that will provide a more accurate estimate based on an individual's final zip code. Go to the attached link [USPS First Class Service Commitments](#), use 46241 as the Ship From Zip Code, type in the destination Zip Code to determine the expected delivery date.

#### Claims/Payment Process for Employee:

- Provide new BCBS ID card at time of Dr appointment ( No Co-Pay)
- Provider will bill BCBS
- BCBS will make adjustment to bill and then send back to provider
- Provider will then send this adjusted amount due, back to you for payment
- BCBS will also send adjusted claim information/amount along to DataPath
- DataPath will confirm your account/Plan (FSA/HRA)
- DataPath will process claim within 30-60 days (They have told us closer to 30 days now for the 2019 year)
- DataPath will send check or direct deposit (if you chose this method) to you
- Employee (you) will then deposit this check and then in turn, pay the provider

#### Terms to Remember:

**FSA- Flexible Spending Account:** This is the money you/employee chose to set aside to pay for the amount of the deductible that you are responsible for (first dollar)

**HRA- Health Reimbursement Account:** This is the money the district will pay to cover the remainder of your deductible (last dollar)

[www.bcbsvt.com](http://www.bcbsvt.com)

<https://vehi.org>

DataPath Customer Service:  
1-866-207-3028

Please know that we are here to help you thru this process in any way we can. It is important for you to reach out to the CVSU Central Office with any questions or concerns, that way we can address these on an individual basis.

## Payroll Update

### Paperless Document Delivery - Direct Deposit

Effective with the next payroll, January 18, we will begin using paperless document delivery for Direct Deposit pay stubs. You will be receiving an email notification in your CVSU email when your pay stub is available for you to view. The email notification will come from this email address: [ndds do not reply@nemrc.com](mailto:ndds_do_not_reply@nemrc.com), and will be most often delivered on Thursday morning. If you do not initially see the email, check your spam and/or add the ndds email to your "whitelist" or contacts.

Included is an example of the email (see below). Once you have opened the email, simply click on the link to view. You will be asked to enter your password. We have set up passwords for all of you in the following format: upper case first letter of your first name, lower case letters of your last name, last 4 digits of your SSN, then \$ sign. For example; Jane Doe's password will be **Jdoe1234\$**

If you do not have a CVSU email account, please notify Heather or Janet ASAP. We can set up your account with an alternative email.

We encourage you all to embrace the change, as we move to a more environmentally friendly and efficient method of delivering paystubs.

### Sample Email:

----- Forwarded message -----

From: **Central Vermont SU Document Delivery** <[ndds\\_do\\_not\\_reply@nemrc.com](mailto:ndds_do_not_reply@nemrc.com)>

Date: Thu, Jan 3, 2019 at 9:07 AM

Subject: Document Delivery of 01/04/2019 Paystub from the Central Vermont SU

To: <[jstone@cvsu.org](mailto:jstone@cvsu.org)>

Dear STONE, JANET

This is an automated document delivery from the Central Vermont SU.

A new 01/04/2019 Paystub is accessible via the link below. The link expires in 30 days.

[Click here to view the 01/04/2019 Paystub](#)

This is an automated document delivery please do not reply as it will significantly delay any response.

If you have any questions regarding this document delivery or you want to change your delivery settings please contact Janet Stone in the Central Vermont SU.

By phone: 802-433-5818

By email: [jstone@cvsu.org](mailto:jstone@cvsu.org)

Email ID: VTCVSU2019010215135500003